

Time Warner Cable
North Texas Division
2951 Kinwest Parkway
Irving, TX 75063
(972) 830-3800

OCT 1 '08 AM 10:11



Mr. Gerald Urbantke
City of Arlington
101 W. Abram
Arlington, TX 76004

Dear Mr. Urbantke,

At Time Warner Cable we are committed to making ourselves the company North Texas chooses for their in-home entertainment and information needs. We have made vast improvements to our advanced fiber network to enable us to add additional HD channels, more HD Video On Demand choices, boost Road Runner Internet service speeds and to launch a very competitive and affordable digital phone service.

We continue to seek new and innovative ways to serve our customer like the introduction of Price Guarantee that was introduced last year. Price Guarantee allows customers to purchase a bundle of services and lock in those rates for up to two years, insulating them from possible price changes in the future.

Effective November 1, 2008, the rates some of our customers are being charged will change. Only those customers where services are available will undergo the change. We are communicating these changes to our customers directly. Customers are being notified of these changes via bill messaging and a billing insert in the next billing cycle beginning October 1, 2008.

Included is a copy of the notification that customers will be receiving with their bill. As always, if you have any questions about this or any other issue, please feel free to contact me directly at (972) 830-3879.

Sincerely,

A handwritten signature in black ink, appearing to read "Clem Maddox".

Clem Maddox
Director, Government Affairs, North Texas Division

Customer Notification

Pricing

Effective November 1, 2008, the following monthly prices will be in effect, where services are available:

	<u>Previously</u>	<u>New</u>	OCT 1 '08 AM10:11
Digital Receiver & Remote	\$ 5.95	\$ 5.99	
HDTV Receiver & Remote	\$ 5.95	\$ 5.99	
Single Tuner DVR	\$ 8.95	\$ 8.98	
Cable Card	\$ 2.95	\$ 2.99	
Service Protection Plan -- 1 or 2 products	\$ 3.95	\$ 3.99	
Service Protection Plan -- 3 products	\$ 2.95	\$ 2.99	
TV Asia	\$14.95	\$14.99	
Zee TV	\$14.95	\$14.99	
Zee TV/TV Asia combo pack	\$19.95	\$19.99	
Playboy (monthly service)	\$19.95	\$19.99	
Here! TV SVOD	\$ 7.95	\$ 7.99	
BEVO-D	\$ 3.95	\$ 3.99	
Howard Stern (monthly service)	\$11.95	\$11.99	
(annual service)	\$129.95	\$129.99	
High Speed Internet			
Additional IP address	\$ 4.95	\$ 4.99	
Dual account fee	\$ 2.00	\$ 2.99	

Installation & Service Policies

All installations will be completed in a prompt, courteous and competent manner. All work meets the National Electric Code, is performed by fully trained installers and is guaranteed to meet with your satisfaction. If, for any reason, it does not meet your approval, please contact us.

We will respond to all cable-related service calls within 24 hours of receiving your call. Our repair phone lines are open 24 hours per day, seven days per week to schedule cable related service calls. We will respond to all established area problems immediately. Our Repair Service Representatives will work to resolve any problems with customer-owned equipment over the phone. Non-cable-related problems that result in a field service call may be subject to a service charge. A Service Protection Plan is available for non-cable-related service problems at a low monthly charge.

Complaint Resolution

Billing

1. If you have a question or problem with your bill, you should first call our Customer Service Department at the number listed on your bill and attempt to resolve the problem with one of our Customer Service Representatives.
2. If, after talking to a Customer Service Representative, you are still not satisfied, you should then send a copy of your bill, along with a letter explaining why you believe it is incorrect, to our main office. The address for our main office can be located on your bill.
3. You will be contacted to discuss the billing problem, and we will make every effort to promptly resolve the issue.

Signal Quality

1. If you are having a problem with the signal quality of your cable service, you should first call our Customer Service Department at the number listed on your bill. In many cases, the problem can be corrected while you are on the phone with the Customer Service Department. However, it may be necessary to send a maintenance technician to your home.
2. If, after talking to our Customer Service Department and/or having a technician visit your home, the problem has not been resolved, you may put your complaint in writing and send it to our main office. The address for our main office can be located on your bill.